



# Bolletta Cashier User Guide

DECEMBER 2015  
V 3.57

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# Overview

The Heartland Bolletta Desktop Cashier Application is a point of sale (POS) system that makes taking payments secure with end-to-end encryption (E<sup>3</sup>)™. All card data is encrypted as soon as it is captured. Also, the Bolletta Desktop Cashier Application uses card swipe devices developed specifically for use with end-to-end encryption technology for a seamless and secure experience.

Additional advantages of using the Bolletta Desktop Cashier Application include:

- Ability to collect additional data associated with the payment to create a customer database.
- Ability to print or email receipts for your customers.
- Ability to run transaction reports by date, payment type or channel.

# Installation

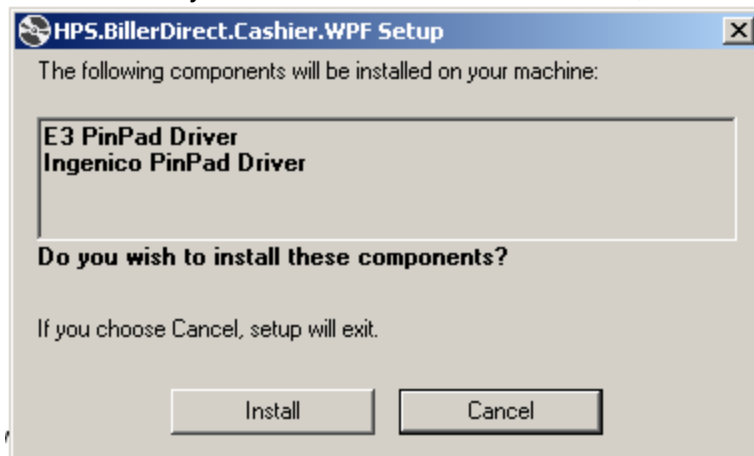
Installation of Bolletta Cashier and any operating system (OS) updates must be done by a person with Administrator rights on the workstation. In some situations, this is the Merchant Administrator; in others, it may require an IT professional.

The Merchant Administrator is responsible for the installation and activation of the software.

## Prerequisites

- Microsoft .NET Framework 4 Client Profile
- Windows Installer 3.1

1. Click the Bolletta Cashier download link:  
<https://heartlandpaymentservices.net/HeartlandCashier/Publish.htm>.
2. Click **Install**.
3. If prompted if you want to run or save **setup.exe**, click **Run**.
4. When asked if you want to install the device drivers, click **Install**.



5. When asked if want to install the application, click **Install**.



**Result:** Bolletta Cashier is installed. Upon completion of the installation, a Bolletta Cashier icon will be displayed on the user's desktop and the login screen will be displayed.

## Software Activation

**NOTE:** Prior to software activation, do not connect the PIN Pad to your computer. Refer to your hardware installation guide for more information.

You must activate the Bolletta Cashier application software before use. To activate the software:

1. Log on to Bolletta Cashier using the user name and password that you received from your Heartland Account Manager.
2. Click **Submit**. The Activation dialog box displays.
3. Enter the Activation Key that you received from your Heartland Account Manager and click **Activate**. If the activation is successful, the verification dialog window displays.

**NOTE:** Activation Keys are valid for five days only. If your key does not work, contact your Heartland Account Manager for a new Activation Key.

4. Press **OK** and log on again to complete the activation process. The application opens to the **Make Payment** tab.

H Bolletta Cashier

Help

Test Mode: Test

Heartland

Logout

Make Payment View History Reports Configuration

Heartland Tax Payments

Bill Type Tax Payment

Parcel Number \*

Tax Year

First Name M.I. Last \*

Address

Country United States State

City Zip \*

Phone Email

Amount to Pay \*

Make Debit Payment Make Credit Payment

Figure 1: Make Payment Tab

## Input Device Installation

The following devices are compatible with Bolletta Cashier.

### E<sup>3</sup> PinPad

The default device is the E<sup>3</sup> PinPad. The device comes in a USB and serial version. The driver for this device is a part of the automatic download of the application. Connect the device to the appropriate port and it is ready to use.



Figure 2: E<sup>3</sup> PinPad

## E<sup>3</sup> Wedge (USB)

The E<sup>3</sup> Wedge uses the generic USB driver. When you connect the device to a USB port for the first time, Windows automatically detects the device and installs the required driver.



Figure 3: E<sup>3</sup> Wedge (USB)

## Ingenico iPP320

The Ingenico iPP320 uses the generic USB driver. When you connect the device to a USB port for the first time, Windows automatically detects the device and installs the required driver.



Figure 4: Ingenico iPP320

## User Interface Basics

Figure 1 shows the basic elements of the user interface. The specific instances of these elements are described in detail in this guide.

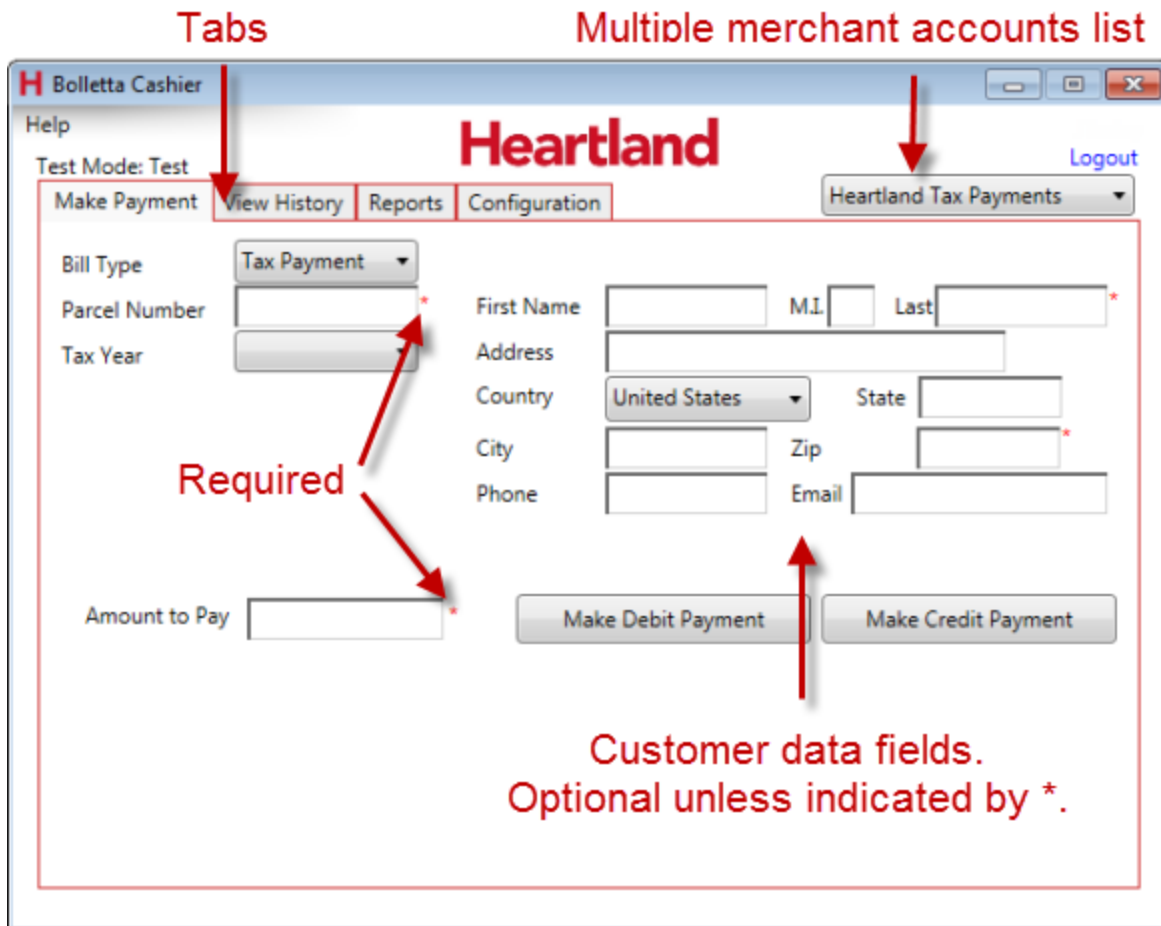


Figure 5: User Interface Basics

## Log In to the Application

To log in to Bolletta Cashier:

1. Double-click the Bolletta Cashier icon on the workstation desktop to launch the program. The sign-in dialog is displayed.
2. Enter your Username.
3. Enter your Password.
4. Click **Submit**.

**NOTE:** If you forget your password, click **Forgot Password**, type in your Username, and click **Submit**. The application generates and sends a temporary password to your email address.



**H** Bolletta Cashier

# Heartland

Username

Password

Submit

[Forgot Password](#)

Support: 866-801-4757

# Cashier Tasks

The Cashier role is assigned to perform the most common tasks. The following sections provide detailed instructions to help you perform your work.

**NOTE:** These instructions assume that you have installed and logged in to the Bolletta Desktop Cashier Application.

## Make a Card Payment

To process a card payment:

1. Start on the **Make Payment** tab (this tab is displayed when you launch the application).
2. If you are authorized to process payment for multiple merchants or departments, click the **Multiple Merchant Account** list arrow (see Figure 4). A list of possible selections opens. Click the name of the appropriate merchant or department.

**NOTE:** The Bolletta Desktop Cashier Application supports multiple merchant accounts. For example, a city or town might use the application to process payments for multiple departments, including licenses and permits, utility payments, and other fees. A cashier may process payments for one or several of these departments. **Most merchants have only one account.**

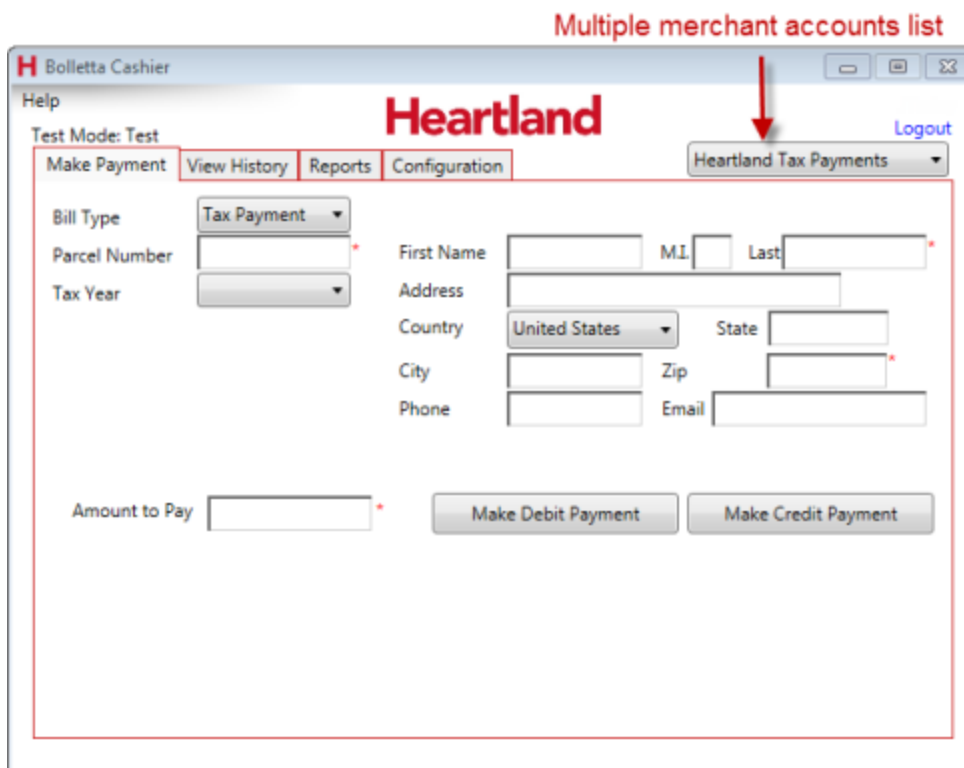


Figure 6: Multiple Merchant Selection

3. Type in the appropriate information in the required fields marked by a red asterisk (\*). The other fields are optional. Each form is customized to the type of payment being made.
4. Click **Make Payment** (some merchants have two options: **Make Debit Payment** or **Make Credit Payment**—choose the appropriate option).
5. Have the customer swipe their card.

**IMPORTANT:** Manual entry is not allowed for debit card transactions.

6. If the amount is not correct or you need to start over for any reason, click **Pay a different bill/amount** to clear all fields on the form and start again.
7. If the customer needs to use a different card, click **Swipe a Card** and swipe the new card. This allows you to keep the previously entered payment information.
8. If everything on the form is correct, click **Submit Payment** to send the payment information to Heartland for processing. The message **Payment Successful!** and Transaction ID is displayed.

**NOTE:** If the transaction fails, a declined message is displayed. You can click **Cancel Payment** and contact your Merchant Administrator or click **Try Again**. If you are unable to process the transaction, record the text of any error message that appears and contact Customer Support.

After a successful payment, you have several options, as outlined in the subsections that follow.

## Email Receipt

Receipts are automatically sent to the email address on the **Make Payment** form. Additional email addresses may be added, if desired.

1. After a successful transaction, click **Email Receipt**.
2. Enter additional email addresses.
3. Click **Send**.

## Print a Receipt

You can print one or two receipts to your default printer in one of two ways:

- Click **Print 1 Receipt [F1]** or **Print 2 Receipts [F2]** on the bottom of the **Make Payment - Transaction Successful!** screen.
- Press the **F1** or **F2** button on your keyboard.

To print to another printer, click **Preview Receipt** and print using the Adobe Reader **Print** function. You can also save a PDF copy of the receipt.

## Preview a Receipt

After a successful transaction, click **Preview Receipt** on the bottom of the **Payment Successful!** screen. This creates a PNG image and displays it in the application you have associated with that file type.

Date / Time	5/27/2015 1:51:38 PM	Cashier	
Transaction ID	220914	\$27.50	Base
		\$0.76	Conv. Fee
		<b>\$28.26</b>	<b>Total</b>
Parcel Number	12345		
Tax Year	2015		
Payment Summary :	Visa payment for \$28.26.		
Billing Name :	John Q Public		
Billing Address :	123 Elm Street		
	Anytown, IL 12345		
Phone Number :	5555555555		
Email Address :	jqpublic@gmail.com		

Signature \_\_\_\_\_

**Note: The convenience fee is collected by Heartland Payment Systems.**

**Figure 7: Receipt Preview**

## Finish a Payment

When finished with the receipts, click **Finish** to clear the form in preparation for the next payment.

## View History

The Bolletta Desktop Cashier Application allows the cashier to search transactions of previous payments made to the merchant. A Cashier can reprint or email receipts from previous payments. An Advanced Cashier or Merchant Administrator may also void or refund a previous payment.

1. Click the **View History** tab.
2. Type or enter the search criteria for one or more field.

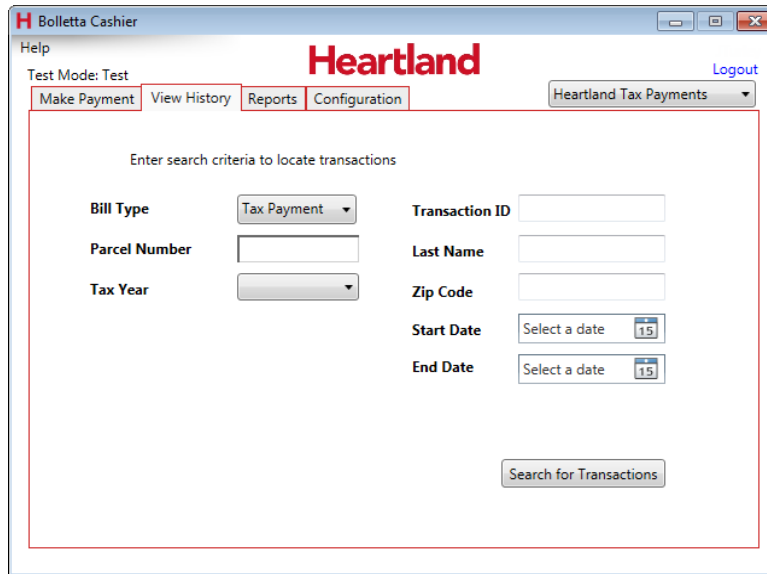


Figure 8: View History Tab: Enter Search Criteria

3. Click **Search for Transaction**. The search results are displayed.

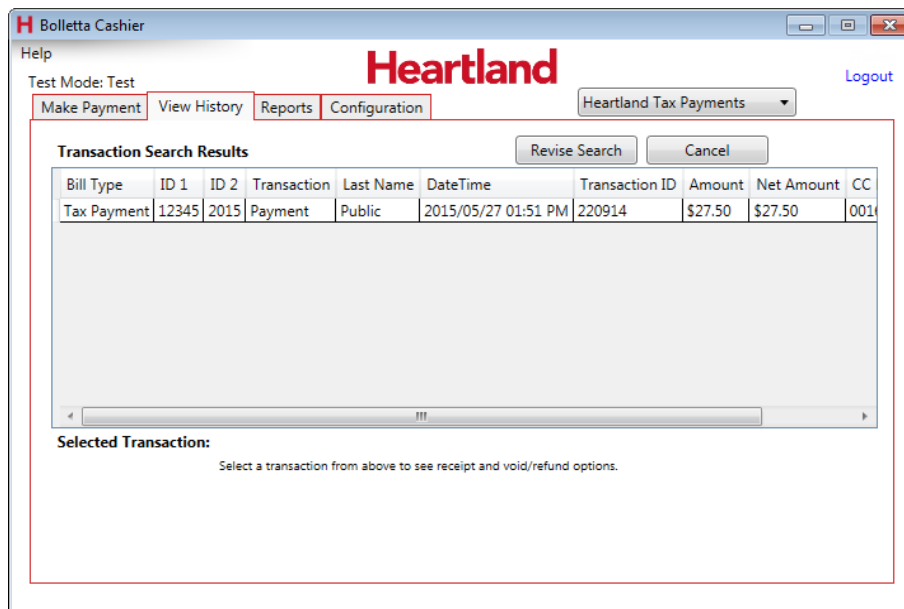


Figure 9: Search Results

4. If you do not receive the results you need, click **Revise Search** and try altering or expanding your search criteria.
5. If the search results contain the transaction you need, select the transaction.

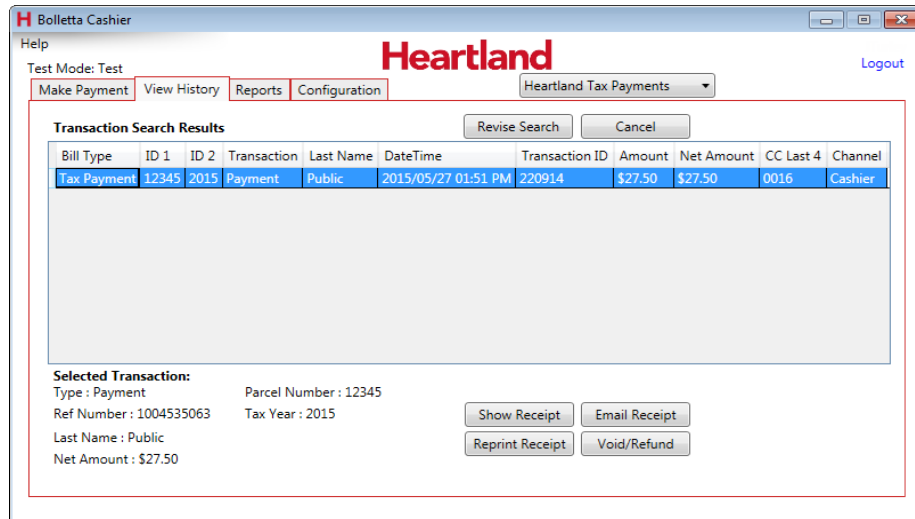


Figure 10: Transaction Selection

6. The details of the **Selected Transaction** display at the bottom of the screen, and several buttons appear for the transaction receipt. You are able to: **Show Receipt**, [Email Receipt](#), [Reprint Receipt](#), or [Void/Refund a transaction](#).
7. To exit the **Transaction Search Results** screen, click another tab.

## Reprint a Receipt

Prior transactions can be displayed and have their receipts reprinted. To reprint a receipt to the default printer:

1. Search for previous transaction.
2. Highlight the desired transaction in the search results list.

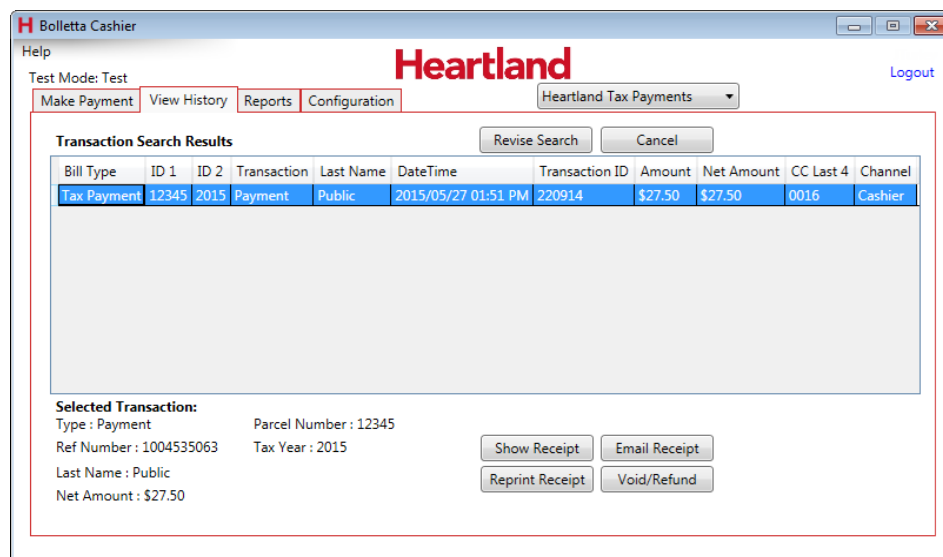


Figure 11: View History Tab: Search for Previous Transaction

3. Click **Reprint Receipt**. A PDF of the receipt is generated and automatically sent to the printer.

## Resend an Email Receipt

When a transaction is completed, a receipt is automatically sent to the email address(es) associated with the account. To send additional copies of the receipt from the transaction search results list:

1. Click **Email Receipt**. A dialog appears with text boxes for three email addresses.

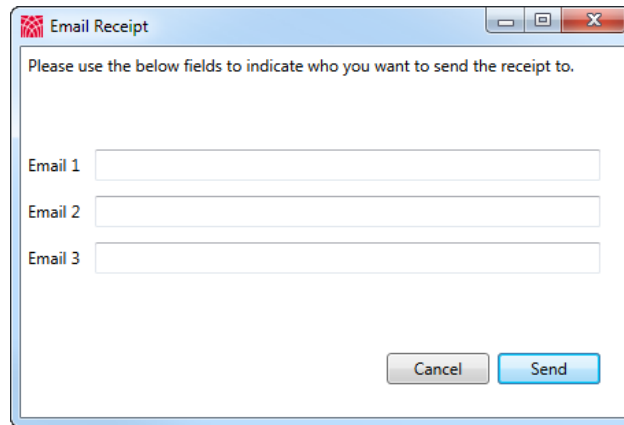


Figure 12: Email Receipt Dialog Box

2. Enter the desired email address(es).
3. Click **Send**.

## Change Your Password

To change your password:

1. Log on to the Bolletta Desktop Cashier Application.
2. Click on the **Configuration** tab.
3. Enter your current password.
4. Enter your new password.  
An acceptable password:
  - has at least eight characters
  - does not have any spaces
  - has at least one lowercase and one uppercase character
  - has at least one number
  - has at least one special character (any printable character that is not a number or letter): !@#\$%^&\*()\_-=+[]{}|\:;'"<>.?/~`
5. Verify the new password by re-entering it.
6. Click **Submit Change**.

# Merchant Administrator Tasks

The tasks and settings described in this chapter are available only to the Merchant Administrator.

**NOTE:** The following instructions assume that you have launched Bolletta Cashier and are logged in with a Merchant Administrator user account.

## Customize Application Settings

Many of the merchant settings are configured by a Bolletta Support Representative when the merchant account is set up. However, some merchant-specific settings need to be configured by the Merchant Administrator.

To configure these settings, click the **Configuration** tab, then click the **Customize Application** tab.

Figure 13: Customize Application Subtab

**NOTE:** Grayed-out settings may not be customized by merchants. If you need to customize one of these settings, contact a Bolletta Support Representative. The ZIP code cannot be customized to be optional.



## Select Input Device

You must select a card device at the workstation where Bolletta Cashier is installed, whether or not a card device is present. If no device is present, it will result in a device not found error.

**NOTE:** ACH transactions and MICR scanners are not supported at this time, so the **MICR Scanner Is Connected** check box is for future use.

**Payment Method Selection**

Use Manual Card Entry	<input type="radio"/>
Use Wedge Card Device	<input type="radio"/>
Use PinPad Card Device	<input checked="" type="radio"/>
MICR Scanner Is Connected	<input type="checkbox"/>

Figure 14: Payment Method Selection

## Configure Required Fields

Merchants can select which additional customer data fields are required for a transaction. Click the box next to the data element in the upper right panel to select any additional required fields for a transaction.

**Choose Required Fields**

<input type="checkbox"/> First Name	<input type="checkbox"/> City	<input type="checkbox"/> Email
<input type="checkbox"/> Middle Name	<input type="checkbox"/> State	<input checked="" type="checkbox"/> Zip
<input checked="" type="checkbox"/> Last Name		
<input type="checkbox"/> Address	<input type="checkbox"/> Phone Number	

Figure 15: Required Fields Configuration

If no additional data is required, leave all boxes unchecked.

## Receipt Text

The Receipt Text is displayed at the bottom of each receipt. This field is limited to 255 characters. Examples of text that can be added to the receipt include:

- Thanking the customer for making a payment.
- Providing a phone number for any questions related to the payment.
- Indicating that a convenience fee was added (if the merchant is set up for convenience fees).

To add a customized message to your receipts:

1. Type the desired text in the **Receipt Text** field.

**Receipt Text**

Note: The convenience fee is collected by Heartland Payment

Save Changes Cancel Changes

Figure 16: Receipt Text Field

2. Click **Save Changes**.

## Create a New User

The Merchant Administrator creates merchant user accounts and assigns a role to them, which controls their permission levels within Bolletta Cashier.

Table 1: Tasks by User Role

	Merchant Admin	Cashier	Cashier Plus	Advanced Cashier	Merchant	Reporting User	Reporting Advanced Cashier
Add Users	✓						
Accept Payments	✓	✓	✓	✓			✓
Issue Voids	✓		✓	✓			✓
Issue Refunds	✓			✓			✓
Access All Reporting	✓				✓	✓	✓
End of Day Reporting Only	✓	✓	✓	✓	✓	✓	✓
Virtual Terminal*	✓		✓	✓			✓

**NOTE:** This task is only made available to Non-Cashier users

To create a new user:

1. Select the **Configuration** tab, and then the **User Admin** tab.
2. Click **Create User**. The **Add User** is displayed.

3. Type the requested information in the **Add User** form:
  - **Username:** This can be any number of characters with no spaces. Some special characters such as period (.) are allowed.
  - **Role:** Select **Cashier**, **CashierPlus**, **AdvancedCashier**, **Reporting**, **ReportingAdvancedCashier**, or **Merchant Admin** from the **Role** list.
  - **Password:** Enter the initial password for the user (they can change it when they log in).
  - **Confirm Password:** Re-enter the password to confirm it was typed correctly.
  - **Name**
  - **Email Address:** Email address of the user, to be used when resetting a password.
4. Assign a merchant to the user account. Available merchant accounts are listed to the left. To assign a merchant to the cashier, click on the merchant name, then click the right arrow (>) to move the merchant name to the right.

**NOTE:** Typically there is only one merchant, but in some cases there will be multiple merchant accounts. If this is true, the user can be configured to take payments for a subset of the available merchants.

5. Click **Submit**. If the submission is successful, a message is displayed. Continue to add new users until completed.
6. Click **Finished**.

## Edit an Existing User

To edit an existing user's personal data or responsibilities:

1. On the **User Admin** tab, select the user from the **Edit Existing User** list.

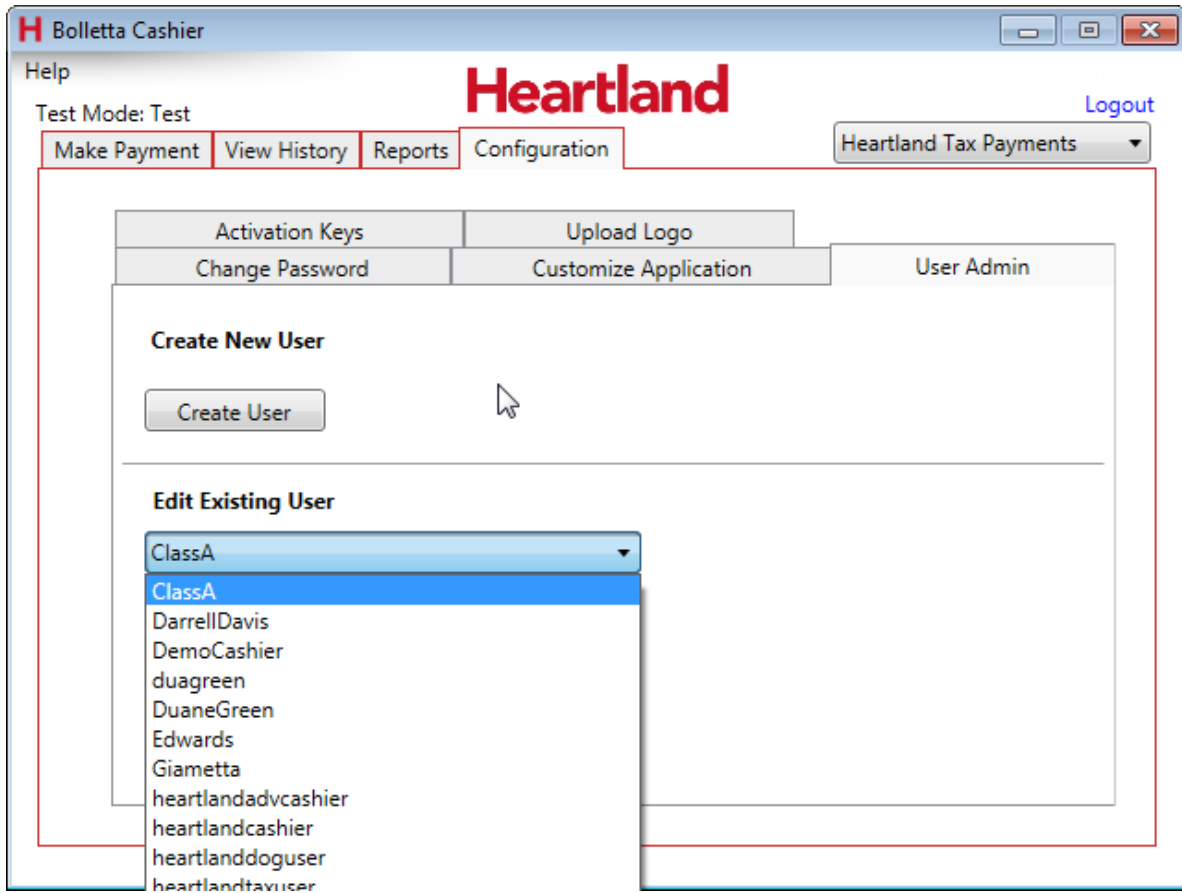


Figure 17: Edit Existing User

2. Click **Edit User**. Any information on the form can be edited.
3. To deactivate a user, click to clear the **User Is Active** check box.

**H User Administration**

**Edit User** \*Note : Leave the password fields blank if you do not wish to change it.

Username : John Q Public First Name : John

Role : Cashier Middle Name : Q

Password : Last Name : Public

Confirm Password : Email Address : jpublic@generic.com

User Is Active :

**Passwords must contain a combination of 8 characters, including letters, numbers, AND at least one special character. It must not contain spaces.**

Merchants Not Assigned to User: Merchants Assigned to User:

Heartland Tax Payments  
heartlanddogregistration  
heartlandfacilityfees  
heartlandfinepayments

Heartland Utilities

Cancel Submit

Figure 18: Deactivate User

**NOTE:** Edits can be made without affecting the **Password** field. In the case of a forgotten or compromised password, enter a new password. The Merchant Administrator will need to send the new password to the user. See [Change Your Password](#) for instructions on an automated password change.

4. Once edits have been made, click **Submit**, and then click **Finished**.

## Generate an Activation Key

When a new workstation is added to the merchant's payment network, it requires a new Activation Key. Only Merchant Administrators and Heartland Account Managers can generate Activation Keys. This allows the Merchant Administrator to control who installs the application on which workstations. A valid merchant user account and an Activation Key are required to complete a new installation.

To generate an Activation Key:

1. Click the **Configuration** tab and then click the **Activation Keys** tab.

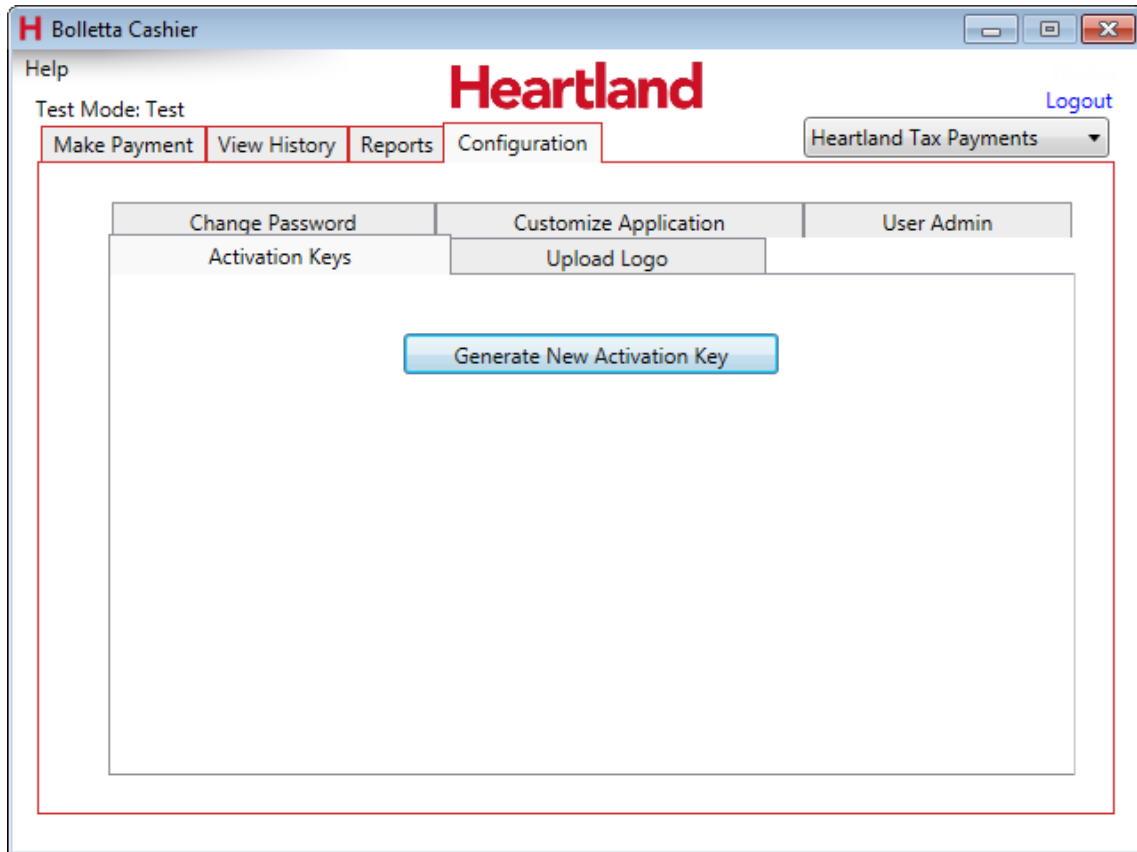


Figure 19: Activation Keys Tab

2. Click **Generate New Activation Key**.

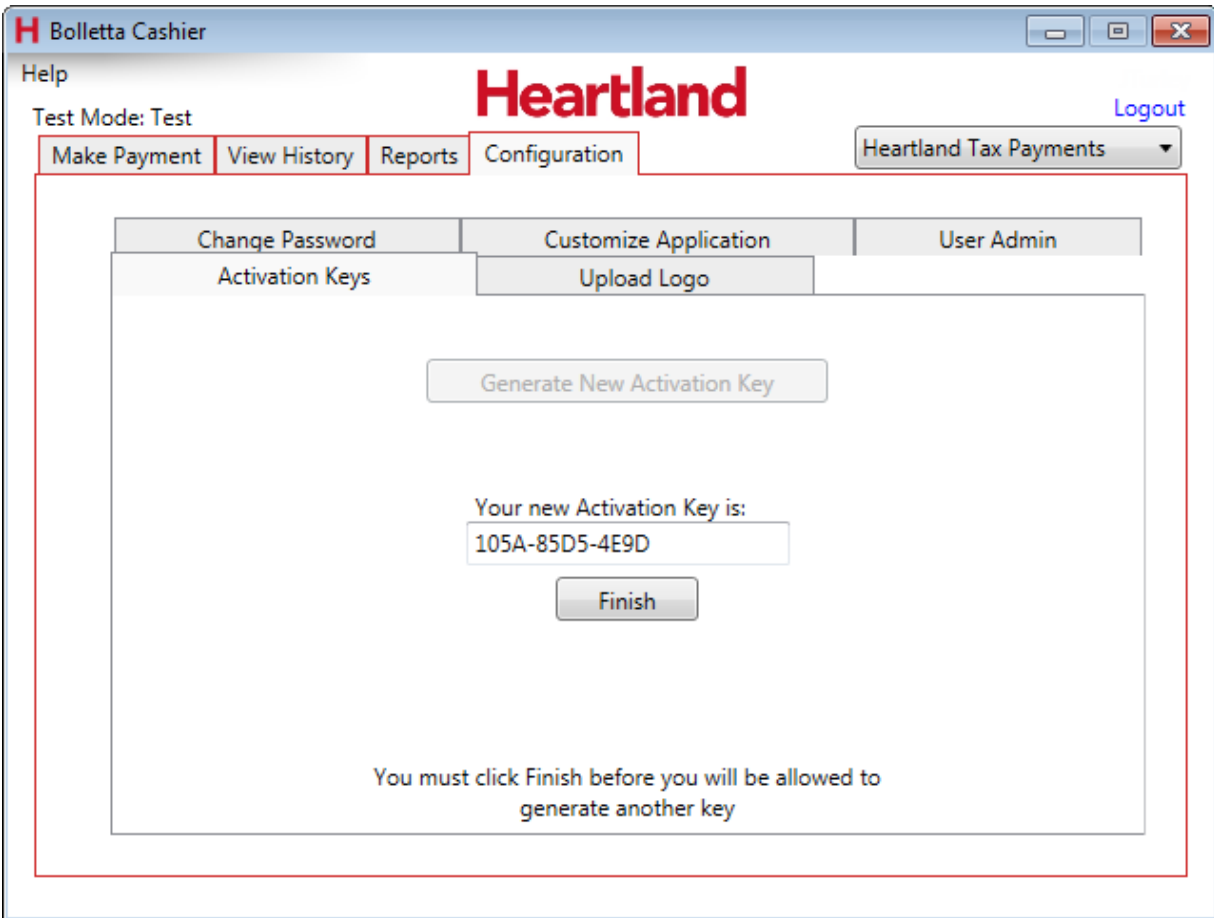


Figure 20: Generate New Activation Key Screen

3. Send the Activation Key to the new user.

**NOTE:** An Activation Key expires after five days.

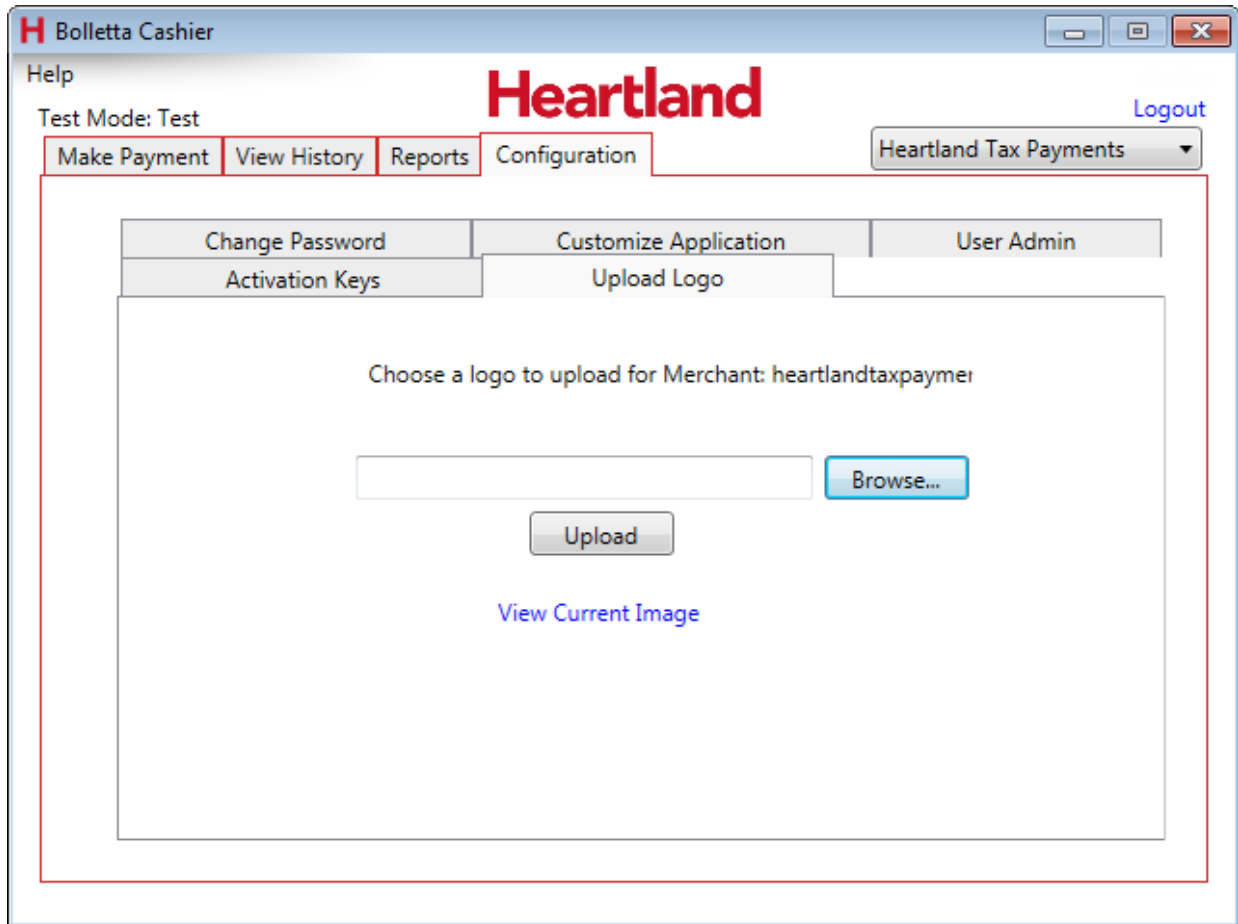
4. Click **Finish**.

## Upload Receipt Logo

A receipt logo appears on the receipt to provide branding for the merchant.

To view the current logo and/or upload a new logo to be used on receipts:

1. Click the **Configuration** tab and then click the **Upload Logo** tab.



**Figure 21: Upload Logo Screen**

2. Click **View Current Image** to see what is already configured. If you would like to change the logo, continue to the next step.
3. Click **Browse**. Locate the image file you would like to use as the logo on your receipts.
4. Click **Upload** to transfer the file to the server.

**NOTE:** You may have to create a new image file with an adjusted aspect to achieve the desired appearance on your receipts.



# Advanced Cashier Tasks

Advanced Cashiers have the responsibility to authorize when transactions can be voided and money can be refunded. The Cashier Plus role is able to void a transaction, but not authorize refunds.

## Void/Refund a Transaction

Voids and refunds are performed with the same steps. Voids can be processed on transactions in the current batch; refunds can be processed on transactions from closed batches.

To perform a void or refund:

1. Select the **View History** tab and perform a search for the transaction to void or refund.
2. Click to select the transaction that you want to void/refund. Once you have selected the transaction, the **Void/Refund** button appears.

**NOTE:** To perform a refund on a debit card transaction, the original debit card must be present.

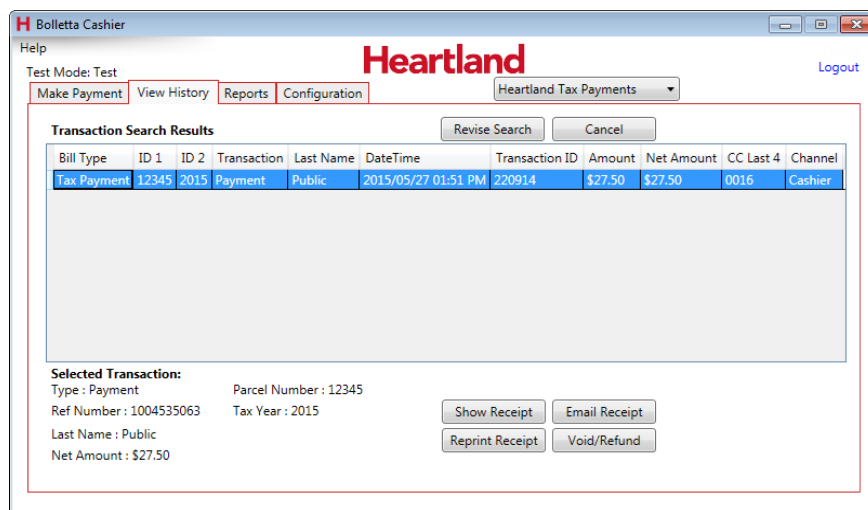


Figure 22: Transaction Selection

3. Click **Void/Refund**. The details for that transaction are displayed.

Figure 23: Transaction Details

4. Enter the base amount of the refund. The convenience fee is automatically calculated and added to the total. Verify the transaction details and click **Confirm Amount**.
5. If it is a debit card transaction refund, the customer is prompted to swipe their card and enter their PIN.
6. Enter a reason for the Void/Refund in the Reversal Reason field, then click **Submit Void** or **Submit Refund**. Click **Cancel Void** or **Cancel Refund** at any time before clicking **Submit Void** or **Submit Refund** to stop the process.

Figure 24: Base Amount Plus Convenience Fee

- After submitting the void/refund, a **Void/Refund Successful!** message displays along with the Reference Number for the transaction. Select **Email** or **Print Receipt**.

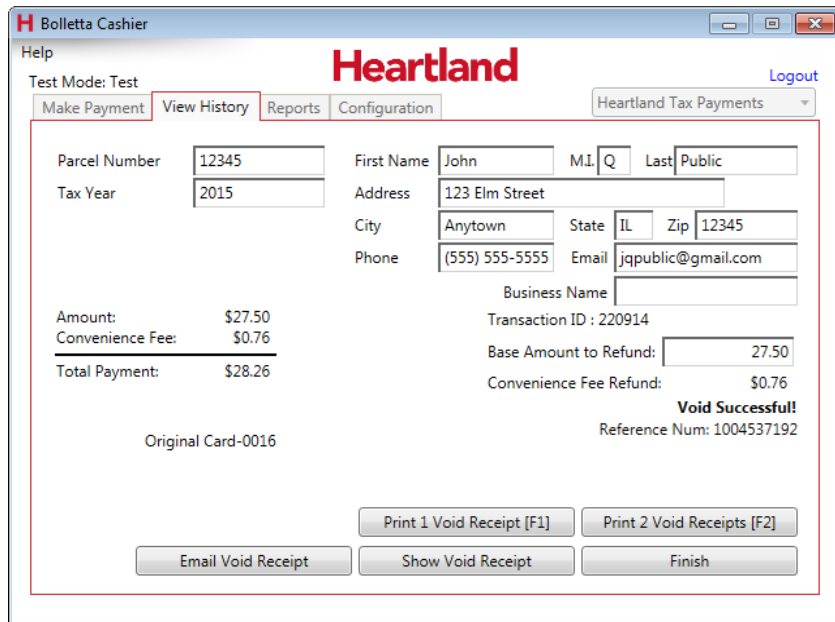


Figure 25: Void Successful

- Click **Finish**.

# Reports

Transactions ran in Bolletta Cashier are accessible in the MerchantView reporting system. There a variety of reports that can be customized, scheduled, and ran as needed.

**NOTE:** The following instructions assume that you have launched Bolletta Cashier and are logged in with a Merchant Administrator user account.

## Access Bolletta MerchantView

To access Bolletta MerchantView:

1. Click the **Reports** tab.

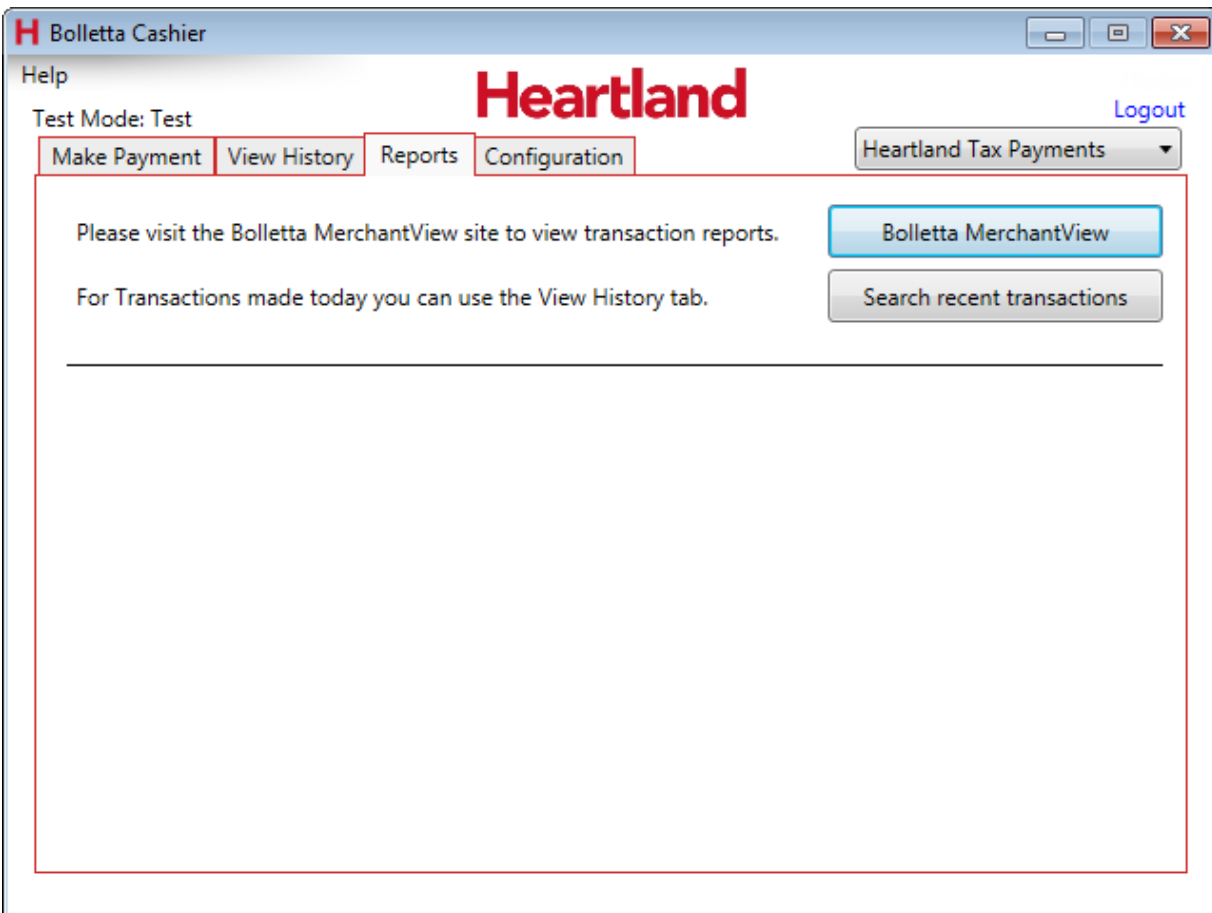


Figure 26: Reports Tab

2. Click **Bolletta MerchantView**. The Bolletta MerchantView reporting website opens displaying a list of available reports, as determined by your login credentials.

## Select a Report

The report selection available on the Bolletta MerchantView website depends on your merchant configuration, and, in a multiple-account environment, by the account.

**BOLLETTA MERCHANTVIEW** Welcome [ Log Out ]

Reporting Report Scheduling Reporting Configuration View History Virtual Terminal Configuration

### REPORT SELECTION

Please select a report.

Standard reports

Name	Description
<a href="#">Pay by Merchant Report</a>	This report shows total payments and transaction activity by merchant.
<a href="#">Pay by Channel Report</a>	This report shows total payments and transaction activity by channel (i.e., web, cashier, IVR, etc).
<a href="#">Pay by Date Report</a>	This report shows total payments and transaction activity by date.
<a href="#">Pay by Method Report</a>	This report shows total payments and transaction activity by method (i.e., card, ACH, etc).
<a href="#">Pay by Batch Report</a>	This report shows total payments and transaction activity by batch.
<a href="#">Pay by Bill Type Report</a>	This report shows total payments and transaction activity by bill type.
<a href="#">Bill Detail Report</a>	This report shows Bill Details for the payments made in the indicated date range.
<a href="#">Bill Type Summary Report</a>	This report shows payment summary information by bill type.
<a href="#">Merchant Summary Report</a>	This report shows total payments by merchant.
<a href="#">Void Refund Return Report</a>	This report shows voids refunds and returns by date.
<a href="#">ACH Processing Report</a>	This report shows changes in the status of ACH payments.
<a href="#">ACH Deposits and Charges Report</a>	This report shows deposits and charges of ACH transactions.
<a href="#">End of Day Report</a>	This report shows a summary detail for the date range indicated. (Limited to most recent 5 days)
<a href="#">Failed Transactions by Date Report</a>	This report shows failed transaction activity by date.
<a href="#">Privileged User Action Report</a>	This report shows administrative actions performed by available privileged users.
<a href="#">Transaction Detail Report</a>	This report shows the transaction, authorization, bill detail, and history information for a single transaction.

Exports

Name	Description
<a href="#">Bill Data Export</a>	This report exports all the payment data for the given date range.
<a href="#">Auth Data Export</a>	This report exports all payment data at the Authorization Detail level.
<a href="#">Transaction Data Export</a>	This report exports all payment data at the Transaction Detail level.
<a href="#">Batch Summary Export</a>	This report exports batch summary info.
<a href="#">Bill Type Summary Export</a>	This report exports the bill type summary information.
<a href="#">ACH Deposits and Charges Export</a>	This report exports all ACH deposit and charge information for the given date range.
<a href="#">Failed Transaction Export</a>	This report exports all failed transaction activity by date.
<a href="#">Failed Bill Transaction Export</a>	This report exports all failed bill transaction activity by date.
<a href="#">Loaded Bills Export</a>	This report exports all the merchant's loaded bills. This report will be blank for merchants that accept blind payments.

**Heartland**

**Figure 27: Bolletta MerchantView–Report Selection**

The following report types are available, depending on your merchant configuration.

**Table 2: Bolletta MerchantView Standard Reports**

Report Name	Report Summary
Pay by Merchant	Shows the total payments and transactions by merchant. Merchant Administrators may have more than one merchant account available to them. This report can be configured to report on one or more merchants.
Pay by Channel	Shows the total payments and transactions by channel for a single merchant. A channel is a specific method through which payments are made. Available channels are: Cashier, Web, IVR (Interactive Voice Reponse), External, MegabyteWeb, WebPortal, SecurePay, WebCart, and WebConnect.
Pay by Date	Displays the total payments and transactions by date or date range for a single merchant. The default date is the current processing date, but you can select any date or date range.
Pay by Method	Shows total payments and transactions by the payment method for a single merchant.
Pay by Batch	Shows the total payments and transactions by batch for one or more merchants.
Pay by Bill Type	Shows the total payments and transactions by bill type.
Bill Detail	Shows bill details for payments made in the selected date range for a single merchant.
Bill Type Summary	Shows payment summary information by bill type.
Merchant Summary	Shows the total payments by merchant.
Void Refund	Shows all voids and refunds by date or date range for a single merchant.
ACH Processing	Shows changes in the status of ACH (Automated Clearing House) payments for a single merchant.
ACH Deposits and Charges	Shows deposits and charges of ACH transactions.
End of Day	Shows a detail summary for the indicated date range for a single merchant. This is limited to the most recent five days. This is the only report accessible to Cashiers.
Failed Transactions by Date	Shows failed transaction activity by date.
Privileged User Action	Shows administrative actions performed by available privileged users.
Transaction Detail	Shows the transaction, authorization, bill detail, and history information for a single transaction.

## Report Parameters

When you click on a report name, a Report Parameter page appears. This page allows you to tailor the information in the resulting report. Parameters differ based on the report type. Set the parameters and click **Submit** to run the report.

**Table 3: Report Parameters**

Parameter Type	Description
Drop-down Box	Allows you to select a single item. For example, you are able to select only one option from the Time Zone list.
Multi-select Field	Allows you to select one or more items. When you click in a multi-select field, a list box opens with options. Select the check boxes and/or option buttons for the items that you want to include and click <b>Submit</b> . For example, you are able to select multiple options in the <b>Channel</b> list box.
Date Field	Allows you to type or use the calendar date selector to enter a date. To use the calendar date selector, click the calendar icon, scroll to the month, and click the desired date. Displays the date in the format: mm/dd/yyyy.
Time Field	Allows you to type to enter a time. Enter the time based on a 12-hour clock in the format: hh:mm. This field is accompanied by a drop-down box to select AM or PM.

## Configure a Report for Export

Some reports are design to be exported. When the report is run, information is exported to a Microsoft Excel file. If Microsoft Excel is not installed on the workstation, data is exported as a Comma Separated Values (CSV) file.

To configure the information:

1. Click **Configure Export Fields** and select the fields and the order of those fields.
2. Click **Save** to name and store this configuration for reuse. This allows you to avoid the configuration step for subsequent data exports.
3. Click **Submit** on the **Payment Data Export Report Parameters** screen.

# Generate the End of Day Report

The Cashier and Advanced Cashier currently have access to only the End of Day report on the Bolletta MerchantView site. To generate the report:

1. Click the **Reports** tab.

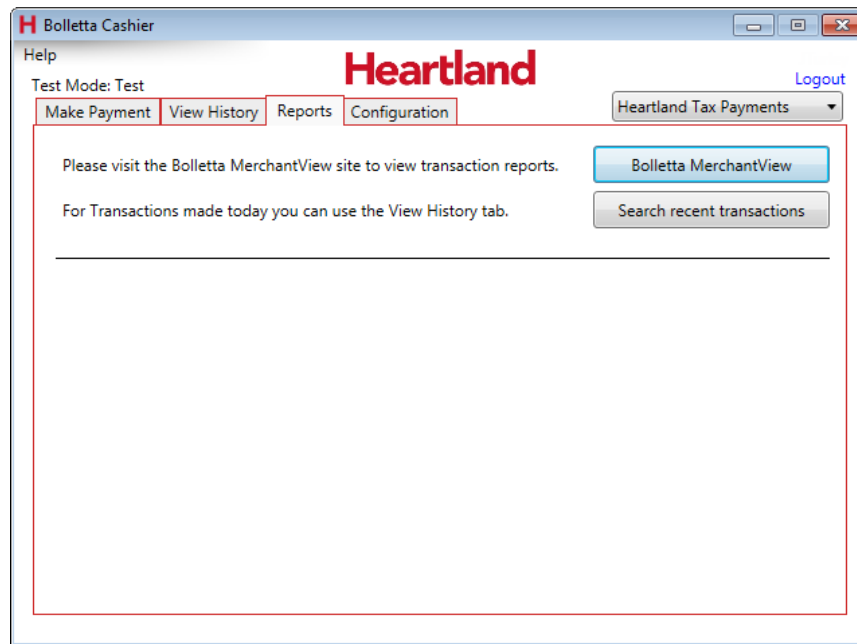


Figure 28: Reports Tab

2. Click **Bolletta MerchantView**. The Bolletta MerchantView site is displayed. (Note: The merchant will see a subset of the report shown here.)

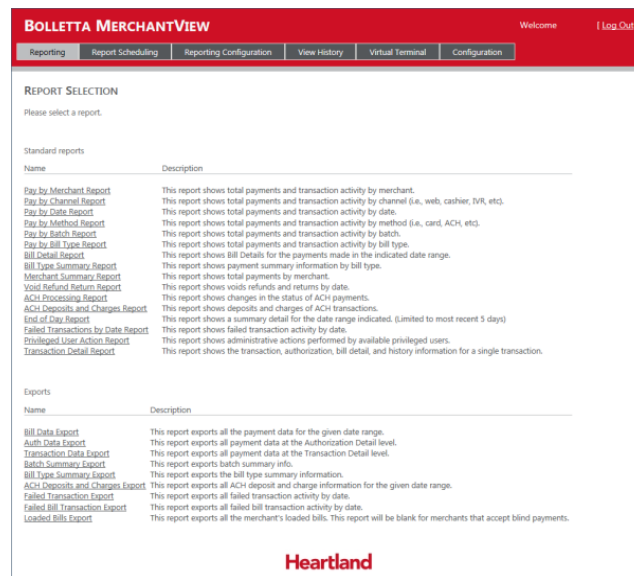


Figure 29: Bolletta MerchantView Site



3. Click the **End of Day Report** link.
4. If there are multiple merchant accounts, select the correct one in the drop down box in the upper right of the screen.
5. Verify that the information is correct in the Merchant, Time Zone and Cashier fields, then enter the report date/time parameters.
6. Click **Submit**. The End of Day Report is displayed in the **Report Viewer**.

**NOTE:** End of Day Reports are available only for the last five days.

The screenshot shows the 'BOLLETTA MERCHANTVIEW' interface. At the top, there is a red navigation bar with the title 'BOLLETTA MERCHANTVIEW' on the left and 'Welcome' and 'Log Out |' on the right. Below the navigation bar are several tabs: 'Reporting', 'Report Scheduling', 'Reporting Configuration', 'View History', 'Virtual Terminal', and 'Configuration'. The 'Reporting Configuration' tab is active. The main content area is titled 'Report Selection >' and 'REPORT PARAMETERS'. Below this, it says 'Please fill in the parameters for your report.' The 'End of Day Report' section contains the following fields: 'Merchant' (a dropdown menu with 'Heartland Tax Payments; Heartland Utilities; heartland' selected), 'Time Zone' (a dropdown menu with 'Eastern' selected), 'Start Date' (a date input field with '5/26/2015'), 'End Date' (a date input field with '5/27/2015'), 'Start Time' (a time input field with '12:00' and an 'AM' dropdown), 'End Time' (a time input field with '12:00' and an 'AM' dropdown), 'Cashier' (a text input field with 'All'), and 'Run as Summary' (a checkbox). A 'Submit' button is located at the bottom right of the form. The 'Heartland' logo is displayed at the bottom center of the page.

Figure 30: End of Day Report

# Troubleshooting

Error messages are classified into three categories:

- Equipment problems, usually associated with the swipe devices.
- Application issues that can be handled by the Merchant Administrator.
- System errors that have to do with the transmission and processing of the transactions, which are handled by Heartland Support Representatives.

If the recommended actions do not resolve the problem, contact your Merchant Administrator.

**Table 4: Troubleshooting Errors**

Error	Solution
Authentication Failed	The Username or Password was entered incorrectly. Verify and re-enter your Username and Password. If you are unable to successfully log in after re-entering your credentials, click <b>Forgot Password</b> or contact your Merchant Administrator.
E <sup>3</sup> PinPad or Wedge does not respond	<p>The connection between the workstation and the E<sup>3</sup> PinPad or Wedge is faulty.</p> <p>Solution 1:</p> <ul style="list-style-type: none"> <li>• Log off and close Bolletta Cashier.</li> <li>• Unplug and reconnect the cable to your workstation.</li> <li>• Restart the application and log in.</li> </ul> <p>Solution 2:</p> <ul style="list-style-type: none"> <li>• Click <b>Help</b> in top left-hand corner of the application. Click <b>Register E3 card reader</b>.</li> </ul> <p>If problem persists, contact your Merchant Administrator.</p>
System Errors	System Errors specify problems with the Bolletta Cashier, or the Heartland system through which the payments are processed. Many of these require assistance from your Merchant Administrator working with your Heartland Support Representative.

## Contact Us

Heartland Contact	Description
Heartland Bolletta Support	<p>For 24/7/365 product support, call the Bolletta Support Line: <b>1-866-801-4757</b>.</p> <ul style="list-style-type: none"> <li>• Specialty Product Team: 7:00 a.m. to 7:00 p.m., Eastern Time</li> <li>• Urgent Care: 7:00 p.m. to 7:00 a.m., Eastern Time</li> </ul>